





- KanCare Ombudsman Team
- Volunteer Program's Brief History
- Volunteer Training
- A Day in the Life of an Ombudsman Volunteer
- Annual Contacts
- When a Consumer Calls for Help
- Resources
- Types of Calls and Appointments





KanCare Ombudsman

☆ HERE TO ASSIST YOU ☆

Our Brief History



- First KanCare Volunteer began in Wichita, November 2015
- The program has now grown to 10 active volunteers
- Currently training in the Kansas City Metro and Wichita areas

AD ASTRA

KanCare Ombudsman Team

Organizational Chart



Kerrie Bacon
KanCare Ombudsman

Wichita State University (WSU)
Community Engagement Institute (CEI)
Contact: Teresa Strausz

Lisa Churchill
KanCare Ombudsman
Volunteer Coordinator and Trainer

Percy Turner
WSU CEI Project Assistant
*Dual reporting to WSU CEI &
KanCare Ombudsman*

Johnson County
KanCare Ombudsman
Volunteers

Wyandotte County
KanCare Ombudsman
Volunteers

Sedgwick County
KanCare Ombudsman
Volunteers

KanCare Ombudsman Team

Vision - Ombudsman team that serves the people of Kansas in a caring, timely and respectful manner.

Mission -To support KanCare/Medicaid members in resolving problems regarding services, coverage, access and rights.



KanCare Ombudsman Volunteer Program

Dynamic Tool to support the quality of service for the KanCare Ombudsman office



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Volunteers must complete:

- **Application**
- **Background check**
- **Interview**

Accepted volunteers complete:

- **Minimum of 30 hours training & mentoring**
- **Continuing education**
- **Continued support**



Volunteer Training

Volunteers are tested after their training for competency on the following subjects:



- Handling of calls and levels of inquiries
- Practice cases and case studies
- Resources for beneficiaries
- Processes –applications, benefits, and claims
- Grievances, appeals and hearings

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A Day in the Life of a KanCare Ombudsman Volunteer

- Helping Medicaid consumers to get their questions answered
- Reviewing Resources
- Learning more from every experience
- Continuing Education
- Building Knowledge of Local Community Resources

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How many consumers does the Ombudsman office serve annually?



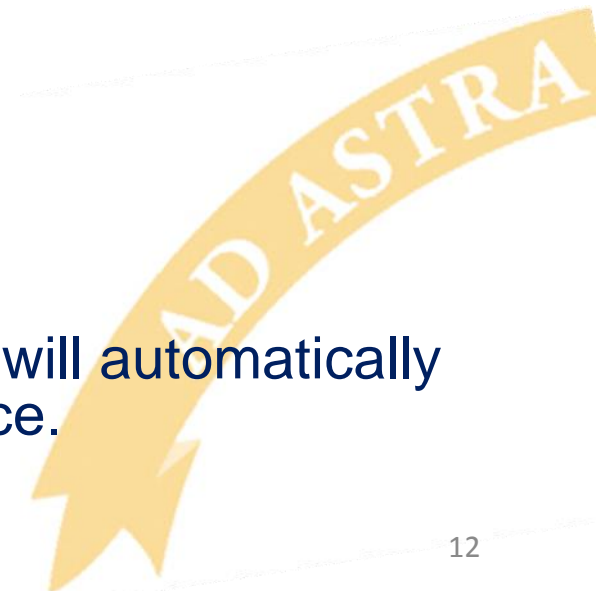
- **2014 & 2015:** Over 2,000 contacts per year
- **2016:** The Ombudsman's office has served 2663 contacts in just the first three quarters
- **On Average:** Volunteers serve 1-3 contacts per three hour shift.

When a Consumer Calls for Help

- 913-area code calls will ring in the Olathe or Wyandotte Satellite offices first.
- 316- area codes and 620-area code calls will ring in the Wichita Satellite office first.



- If a volunteer is unable to pick up the call, it will automatically roll to the KanCare Ombudsman's main office.





Resolving the Call

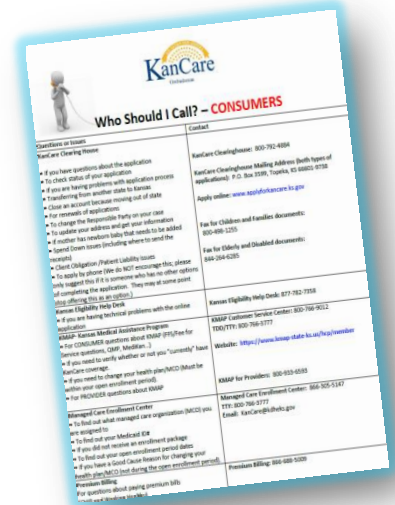
- Volunteers use their resources to find the *right information* for the caller.
- We connect the consumer with the entity or entities that can best provide them with the *correct information*.

- Who Should I Call? –Consumers
- Assistance for People who are Uninsured
- Application Flow Chart
- Grievance, Appeals, and Hearing Packets





What Type of Calls do Volunteers Take?



Who Do I Call? – Consumers

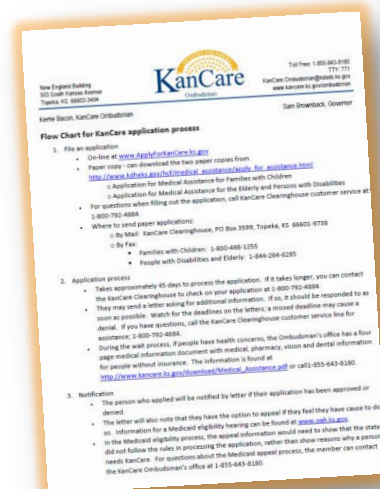
- How do I change my MCO?
- How do I know which doctors are covered by my KanCare health plan?
- Who do I call to report abuse or neglect in a nursing home?
- How do I go about scheduling rides to my medical appointments?



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Volunteer Calls



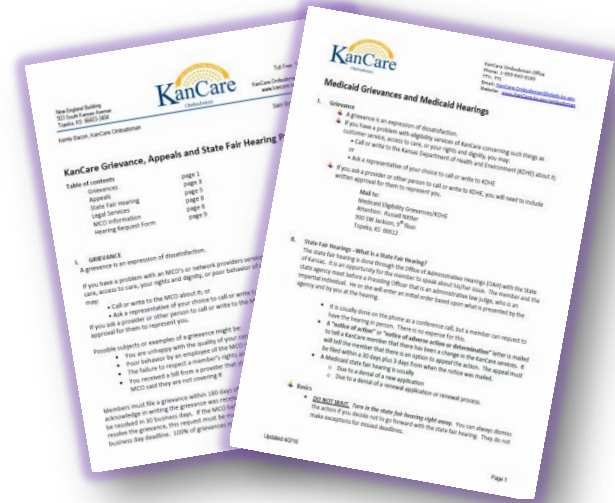
Application Process Flow Chart

- How do I apply?
- Where do I send my application?
- How do I check the status of my application?
- How will I be notified whether I have been approved or denied?



Volunteer Calls

Grievance, Appeals, and Hearing Packets



- I disagree with proposed changes to my care plan. What can I do?
- I am unhappy with the quality of the services I receive through KanCare. What can I do?
- When should I file a grievance, an appeal, request a hearing?
- What will happen to my services during the appeal or hearing process?
- Can someone help me with an appeal or hearing?





Walk-ins & Appointments

- Assistance completing applications
 - Paper applications
 - Online applications



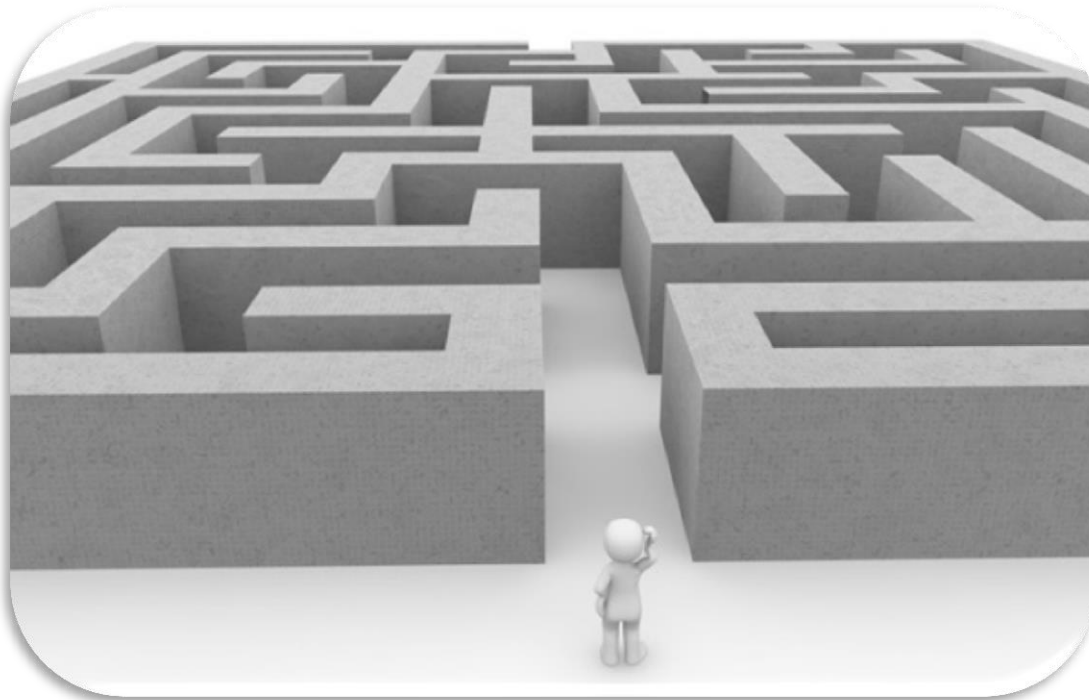
Resolving the Call



- If a volunteer cannot lead the consumer to the information they need...
- The call is forwarded to the ***KanCare Ombudsman***.

AD ASTRA

KanCare Ombudsman



- The KanCare Ombudsman takes the more complex cases or those that need more attention.



We Need You!



- We need your assistance to help those with KanCare/Medicaid get their questions answered and issues resolved!
- Volunteer with us, and learn valuable skills that you can put to use in helping your community.
- Contact Lisa Churchill, the KanCare Ombudsman Volunteer Coordinator, at Lisa.Churchill@ks.gov or call (785) 296-2081.

The KanCare Ombudsman Team

- ❖ Respectful
- ❖ Encouraging
- ❖ Resourceful
- ❖ Helpful



Who Should I Call? - Consumers



Who Should I Call? – CONSUMERS

Questions or Issues	Contact
KanCare Clearing House <ul style="list-style-type: none"> If you have questions about the application To check status of your application If you are having problems with application process Transferring from another state to Kansas Close an account because moving out of state For renewals of applications To change the Responsible Party on your case To update your address and get your information If mother has newborn baby that needs to be added Spend Down issues (including where to send the receipts) Client Obligation /Patient Liability issues To apply by phone (We do NOT encourage this; please only suggest this if it is someone who has no other options of completing the application. They may at some point stop offering this as an option.) 	<p>KanCare Clearinghouse: 800-792-4884</p> <p>KanCare Clearinghouse Mailing Address (both types of applications): P.O. Box 3599, Topeka, KS 66601-9738</p> <p>Apply online: www.applyforkancare.ks.gov</p> <p>Fax for Children and Families documents: 800-498-1255</p> <p>Fax for Elderly and Disabled documents: 844-264-6285</p>
Kansas Eligibility Help Desk <ul style="list-style-type: none"> If you are having technical problems with the online application 	Kansas Eligibility Help Desk: 877-782-7358
KMAP - Kansas Medical Assistance Program <ul style="list-style-type: none"> For CONSUMER questions about KMAP (FFS/fee for Service questions, QMP, MediKan...) If you need to verify whether or not you "currently" have KanCare coverage. If you need to change your health plan/MCO (Must be within your open enrollment period). For PROVIDER questions about KMAP 	<p>KMAP Customer Service Center: 800-766-9012 TDD/TTY: 800-766-3777</p> <p>Website: https://www.kmap-state-ks.us/hcp/member</p> <p>KMAP for Providers: 800-933-6593</p>
Managed Care Enrollment Center <ul style="list-style-type: none"> To find out what managed care organization (MCO) you are assigned to To find out your Medicaid ID# If you did not receive an enrollment package To find out your open enrollment period dates If you have a Good Cause Reason for changing your health plan/MCO (not during the open enrollment period). 	Managed Care Enrollment Center: 866-305-5147 TTY: 800-766-3777 Email: KanCare@kdheks.gov
Premium Billing For questions about paying premium bills (CHIP and Working Healthy)	Premium Billing: 866-688-5009

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<p>Health Plans (customer service lines) contact for these types of needs (these are just a few examples):</p> <ul style="list-style-type: none"> Haven't received medical ID card/lost medical ID card Change your primary care physician Find out if a service is covered Help finding a doctor, dentist, or other provider To file a grievance or complaint about your MCO or one of its providers To file an appeal or a state fair hearing from a denial of a service or notice of action 	<ul style="list-style-type: none"> Amerigroup: 800-600-4441 (TTY: 711) Sunflower: 877-644-4623 (TTY: 888-282-6428) United: 877-542-9238 (TTY: 711)
Pharmacy <ul style="list-style-type: none"> To ask a question about a prescription drug 	<p>Call the appropriate number for your health care plan:</p> <p>Medicaid Fee For Service (FFS): 800-766-9012</p> <ul style="list-style-type: none"> Amerigroup: 800-600-4441 (TTY: 711) Sunflower: 877-644-4623 (TTY: 888-282-6428) United: 877-542-9238 (TTY: 711)
To Schedule a ride to a medical appointment	<p>Call the appropriate number for your health care plan:</p> <p>KMAP Medicaid FFS consumers call: 800-766-9012</p> <p>Amerigroup members call Access2Care: 855-945-6943</p> <p>Sunflower members call Logisticare at: 877-644-4623</p> <p>United members call Logisticare at: 877-796-5847</p>
To talk to a nurse after hours	<p>Your health plan:</p> <p>Amerigroup: 1-866-864-2544</p> <p>Sunflower: 1-877-644-4623</p> <p>United: 1-877-542-9238</p>
Waiver Program Managers: <ul style="list-style-type: none"> For all Waiver and Waiting List questions, contact the appropriate waiver program manager. 	<ul style="list-style-type: none"> Autism (AU) Waiver (Sam Philbern): 785-296-6843 Frail/Elderly (F/E) Waiver (Claire Magee): 785-296-8288 Intellectual /Developmental Disability (I/DD) Waiver (Laura Leistra): 785-296-4980 Physical Disability (PD) Waiver (John Barry): 785-296-1708 Serious Emotional Disturbance (SED) Waiver (Sam Philbern): 785-296-6843 Technical Assistance (TA) Waiver and ICF/IDD (Karla Werth): 785-296-0787 Traumatic Brain Injury (TBI) Waiver (Kimberly Reynolds): 785-296-0648 <p>MFP, QA (Larry Kelley): 785-296-7744</p> <p>PACE Program Manager (Claire Magee): 785-296-8288</p>
<p>•MFP, QA - Money Follows the Person, Quality Assurance: Community Transition Program that provides HCBS Waiver services and other extended services to eligible beneficiaries after being in an institution for 90 or more days without Medicare funding.</p> <p>• PACE Program - Program for All-Inclusive Care for Elderly: Program designed to promote the provision of quality, comprehensive health services for adults ages 55 and older. The primary care physicians & interdisciplinary team of professionals provide & coordinate all services for you, providing a "one stop shopping" for your needs. Most</p>	

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services are provided in your home & at the PACE Center.	
<p>Medicare Questions:</p> <ul style="list-style-type: none"> For general Medicare questions. If someone calls about Medicare, refer them to Senior Health Insurance Counseling for Kansas SHICK (SHICK Counselors can help your consumers to understand Medicare mail that comes in). 	<p>National Medicare Number: 800-633-2274</p> <p>SHICK Counselor: 800-860-5260</p>
Not sure where your question fits	Managed Care Enrollment Center: 866-305-5147 (TTY: 800-766-3777) Email: KanCare@kdheks.gov
Social Security Office Questions: <ul style="list-style-type: none"> To find location and phone numbers for local Social Security offices (See Resource Maps on KCDC Website) 	<p>Social Security Office (National): 800-772-1213</p> <p>Social Security Office (Local) see KCDC website: https://kcdcinfo.ks.gov/resources/service-maps (pg. 31 of KCDC Map book).</p>
<p>Adult Abuse/Complaint Hotlines:</p> <ul style="list-style-type: none"> To report abuse, neglect or exploitation occurring in adult care facility, medical care facility or home health agency (nursing homes, hospitals, and home health agencies). The person who reviews is a quality assurance person who ultimately reviews their credentials/license. To report adult abuse and neglect (in long term care facilities) To report adult abuse and neglect (in the home) 	<p>KDADS Abuse, Neglect or Exploitation Hotline (In Home, Facilities, Home Health Agencies, Registered Operators): 800-842-0078</p> <p>Adult Abuse and Neglect (LTC Ombudsman): 877-662-8362</p> <p>Adult Abuse and Neglect (In Home): 800-922-5330</p>
<p>Long Term Care Ombudsman: The LTC Ombudsman helps LTC residents obtain the highest quality of life, helps LTC staff meet the needs and concerns of those who reside in their facility and receives and investigates complaints with a goal of achieving an equitable solution.</p>	LTC Ombudsman: 877-662-8362 Website: www.kansasombudsmanksgov.com
<p>KanCare Ombudsman - The KanCare Ombudsman's office provides help to KanCare/Medicaid members and Kansas consumers in resolving problems regarding their services, coverage, access and rights.</p> <p>In particular, the Ombudsman's office provides assistance to KanCare members in the Home and Community Based Services (HCBS) waiver programs and others who get their long-term care services through KanCare.</p> <p>The Ombudsman's office provides members and consumers with information about the KanCare grievance process and the appeal and state fair hearing process as well as the Medicaid grievance process and Medicaid hearing process (eligibility)</p>	<p>KanCare Ombudsman: 1-855-643-8180</p> <p>Email: Kancare.Ombudsman@ks.gov</p> <p>Website: www.KanCare.ks.gov/ombudsman.htm</p>

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Assistance for Uninsured



KanCare Ombudsman Office
Phone: 1-855-643-8180
TTY: 771
Email: KanCare.Ombudsman@ks.gov
Website: www.KanCare.ks.gov/ombudsman.htm

Assistance for people who are Uninsured or Have a high spenddown

- Medical – page 1-2
- Pharmacy – page 3
- Vision – page 3
- Dental – page 4

Kansas Medical Assistance:

- Hospital and clinic bills – ask about [Patient Financial Assistance Programs](#). Ask "what are the qualifications?" for each hospital or clinic. The hospital or clinic may write off the patient co-pay (bill) or allow the patient to make a lower payment if eligible for the program.
- Kansas Association Medically Underserved (KAMU) clinics and safety net clinics
The clinics review each patient based on eligibility and a sliding scale. Many of the clinics take Medicaid, but not all; it is best to ask when you first contact them. If they say they take Medicaid, you should ask if they take your company's insurance (Amerigroup, Sunflower, United).

County	Clinic Name (Medical Services)	Phone
Allen	Community Health Center of SE Kansas/ Iola	(620) 365-6400
Atchison	Atchison Comm Health Center	(913) 367-4879
Barton	Heart of Kansas Family Health Care	(620) 792-5700
Bourbon	Mercy Health System	(620) 223-2200
Cherokee	Comm Health Center of SE Kansas/Baxter Spr	(620) 856-2900
Cherokee	Comm Health Center of SE Kansas/Columbus	(620) 429-2101
Cheyenne	Cheyenne County Hospital/Clinics	(785) 332-2682
Cheyenne	Cheyenne County Hospital/Clinic/ Bird City	(785) 734-2306
Cowley	Cowley County Health Department	(620) 231-9873
Crawford	Comm Health Center of South East Kansas	(620) 380-6900
Crawford	Mercy Health System	(620) 347-4033
Douglas	Health Care Access	(785) 841-5760
Douglas	Heartland Comm Health Center	(785) 841-7297
Ellis	First Care Clinic	(785) 621-4990
Ellis	Tyree Health and Dental	(316) 681-2545
Finney	United Methodist Mexican-American Ministries	(620) 275-1766
Ford	United Methodist Mexican-American Ministries	(620) 225-6821
Franklin	Franklin County Health Department	(785) 229-3530
Geary	Kansas Statewide Farmworkers Health Program	(785) 296-2671
Geary	Kansas Prairie Comm Health Center	(785) 238-4711
Greeley	United Methodist Mexican-American Ministries	(620) 356-4079
Greeley	Greeley County Family Practice	(620) 376-4251
Greenwood	Flint Hills Community Health Center/ Eureka	(620) 583-7436
Hamilton	Hamilton County Family Practice	(620) 384-7461



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TTY: 771
Email: KanCare.Ombudsman@ks.gov
Website: www.KanCare.ks.gov/ombudsman.htm

Pharmacy Assistance:

- Prescription Assistance Program: www.KansasDrugCard.com As a resident of Kansas, you and your family have access to a statewide Prescription Discount Card. Create and print your FREE discount prescription drug card below. This card will provide you with Rx medication savings of up to 75% at pharmacies across the state including Dillons, CVS/pharmacy, Hy-Vee, Walgreens, Kmart, Target, Walgreens, Wal-Mart, and many more. You can create as many cards as you need. This card is pre-activated and can be used immediately.
- Needy Meds: Find help with the cost of medicine: www.needy meds.org
- RX Assist: Patient Assistance Program Center: www.rxassist.org
- Patient Assistance Programs: For some medications, drug manufacturers have Patient Assistance Programs available. These programs help cover the partial or full cost of medications for uninsured patients. To access Patient Assistance Programs, patients will need to work with their prescriber.
- Manufacturer Coupons: Patients should check with their prescriber to see if there are coupons from the company that makes their medications. Patients can then take these coupons to their pharmacy to receive discounts on their medications.

Vision Assistance:

- Vision USA program – sponsored by Kansas Optometric Association and the local Salvation Army. Providing Free Eye Exams to Low-Income Americans across the U.S. In Kansas, contact your local Salvation Army and ask about the Vision USA program.
<http://www.aoafoundation.org/about/>

Dodge City (620) 225-4871	Olathe (913) 782-3640
El Dorado (316) 321-4070	Pittsburg (620) 231-0415
Emporia (620) 342-3093	Salina (785) 823-2251
Garden City (620) 276-4027	Topeka (785) 233-9648
Hutchinson (620) 663-3353	Wichita
Kansas City, KS (913) 232-5400	<ul style="list-style-type: none"> • 1739 S. Elpyco; (316) 685-8699 • 350 N. Market St.; (316) 263-2769 • 1910 S. Everett St.; (316) 943-9893
Lawrence (785) 843-4188	
Leavenworth (913) 682-6523	
Manhattan (785) 341-0751	

See To Learn Program – sponsored by the Kansas Optometric Association; call 1-800-960-3937. A free vision assessment for your three-year-old by a participating Eye Care Council optometrist. This is designed to detect vision conditions that require correction at an early age.

For eyeglass assistance, contact the local Lions Club to see if they might be able to assist with this type of request. To find your local Lions Club go to: <https://directory.lionsclubs.org/?language=EN> and type in your city or a nearby city. Once you find a club, look for a website, phone numbers are not usually listed. On the website, look for a "contact us" section where you can send an email of inquiry. If your town says no they don't have the resources, go to a nearby town (county seat) and ask them.



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Kansas Dental Assistance


- Kansas Mission of Mercy Dental Services – mostly extractions, cleanings, and fillings. **January 27-28, 2017** in Manhattan, KS at the National Guard Armory. Sponsored by the Kansas Dental Association Charitable Foundation (www.ksdentalfoundation.org/patients)
- Kansas Donated Dental Services – Assists people who are disabled, elderly, or medically at risk who have no other way to obtain comprehensive dental care. They have an application you can complete and they will see if there is a dentist in your area who is willing to donate the dental service you need. Phone: 1-888-870-2066 <https://dentallifeline.org/kansas/>
- Marian Clinic in Topeka; doesn't care where you live, they will provide services – 3164 SE 6th Ave, Topeka, 785-233-2800
- Kansas Association Medically Underserved (KAMU) clinics and safety net clinics
The clinics review each patient based on eligibility and a sliding scale. Many of the clinics take Medicaid, but not all; it is best to ask when you first contact them. If they say they take Medicaid, you should ask if they take your company's insurance (Amerigroup, Sunflower, United).

County	Clinic Name (Dental Services)	Phone
Allen	Community Health Center of SE Kansas	620-365-6400
Atchison	Atchison Community Health Clinic	913-367-4879
Cherokee	Comm Health Center of SE Kansas	620-856-2900
Crawford	Mercy Health Systems	316-660-1100
Crawford	Community Health Center of SE Kansas	620-231-6788
Douglas	Douglas County Dental Clinic	785-312-7770
Ellis	First Care Clinic	785-621-4990
Finney	United Methodist Mexican-American Ministries	620-272-0570
Ford	United Methodist Mexican-American Ministries	620-227-9797
Geary	Kansas Statewide Farmworker Health program	785-296-2671
Geary	Kansas Prairie Comm Health Center	785-238-4711
Harvey	Health Ministries Inc.	316-283-6103
Jackson, MO	Swope Health (7 locations)	816-823-5800
Johnson	SW Boulevard Family Health Center	913-722-3100
Johnson	Health Partnership Clinic (uninsured children)	913-648-2266
Lyon	Flint Hills Community Clinic	620-342-4864
Montgomery	Comm Health Center of SE Kansas	620-251-4300
Pottawatomie	Community Health Ministries	785-456-7872
Rawlins	Rawlins County Dental Clinic	785-626-8290
Reno	Prairie Star Health Center	620-633-8484
Riley	Kansas Statewide Farmworker Health program	785-296-2671
Saline	Salina Family Health Center	785-626-9017
Sedgwick	Hunter Health Clinic	316-262-3611
Sedgwick	EO Tyree Health and Dental	316-681-2545
Sedgwick	Graceland Health Clinic	316-666-2000
Shawnee	Shawnee Co Health Agency	785-251-2000
Shawnee	Kansas Statewide Farmworker Health program	785-291-1200
Shawnee	Marian Clinic	785-233-2800
Wyandotte	Swope Health Wyandotte (7 locations)	816-823-5800



Application Process Flow Chart

New England Building
503 South Kansas Avenue
Topeka, KS 66603-3404

**KanCare**
Ombudsman

Toll Free: 1-855-643-8180
TTY: 771
KanCare.Ombudsman@kdads.ks.gov
www.kancare.ks.gov/ombudsman

Kerrie Bacon, KanCare Ombudsman

Sam Brownback, Governor

Flow Chart for KanCare application process

1. File an application
 - On-line at www.ApplyForKanCare.ks.gov
 - Paper copy - can download the two paper copies from http://www.kdheks.gov/hcf/medical_assistance/apply_for_assistance.html
 - Application for Medical Assistance for Families with Children
 - Application for Medical Assistance for the Elderly and Persons with Disabilities
 - For questions when filling out the application, call KanCare Clearinghouse customer service at 1-800-792-4884.
 - Where to send paper applications:
 - By Mail: KanCare Clearinghouse, PO Box 3599, Topeka, KS 66601-9738
 - By Fax:
 - Families with Children: 1-800-498-1255
 - People with Disabilities and Elderly: 1-844-264-6285
2. Application process
 - Takes approximately 45 days to process the application. If it takes longer, you can contact the KanCare Clearinghouse to check on your application at 1-800-792-4884.
 - They may send a letter asking for additional information. If so, it should be responded to as soon as possible. Watch for the deadlines on the letters; a missed deadline may cause a denial. If you have questions, call the KanCare Clearinghouse customer service line for assistance; 1-800-792-4884.
 - During the wait process, if people have health concerns, the Ombudsman's office has a four page medical information document with medical, pharmacy, vision and dental information for people without insurance. The information is found at http://www.kancare.ks.gov/download/Medical_Assistance.pdf or call 1-855-643-8180.
3. Notification
 - The person who applied will be notified by letter if their application has been approved or denied.
 - The letter will also note that they have the option to appeal if they feel they have cause to do so. Information for a Medicaid eligibility hearing can be found at www.oah.ks.gov.
 - In the Medicaid eligibility process, the appeal information would need to show that the state did not follow the rules in processing the application, rather than show reasons why a person needs KanCare. For questions about the Medicaid appeal process, the member can contact the KanCare Ombudsman's office at 1-855-643-8180.



Grievance, Appeal, & Hearing Packets

Issues with Benefits & Services

New England Building
503 South Kansas Avenue
Topeka, KS 66603-3404

 **KanCare**
Ombudsman

Toll Free: 1-855-643-8180
TTY: 771
KanCare.Ombudsman@kdads.ks.gov
www.kancare.ks.gov/ombudsman

Kerrie Bacon, KanCare Ombudsman

Sam Brownback, Governor

KanCare Grievance, Appeals and State Fair Hearing Process

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MCO Information	page 8
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I. GRIEVANCE

A grievance is an expression of dissatisfaction.

If you have a problem with an MCO's or network providers services concerning such things as quality of care, access to care, your rights and dignity, or poor behavior of a provider or an MCO associate, you may:

- Call or write to the MCO about it; or
- Ask a representative of your choice to call or write to the MCO

If you ask a provider or other person to call or write to the MCO, you will need to include written approval for them to represent you.

Possible subjects or examples of a grievance might be:

- You are unhappy with the quality of your care or services provide
- Poor behavior by an employee of the MCO or their provider
- The failure to respect a member's rights and dignity
- You received a bill from a provider that should be covered by KanCare (your MCO) and the MCO said they are not covering it

Members must file a grievance within 180 days of the action taken by the MCO. The MCO must acknowledge in writing the grievance was received within 10 business days; 98% of all grievances must be resolved in 30 business days. If the MCO believes an additional 30 business days may be needed to resolve the grievance, this request must be made to KDHE/HDCF two business days in advance of the 30 business day deadline. 100% of grievances must be resolved in 60 business days.

Eligibility Issues



KanCare Ombudsman Office
Phone: 1-855-643-8180
TTY: 771
Email: KanCare.Ombudsman@kdads.ks.gov
Website: www.KanCare.ks.gov/ombudsman

Medicaid Grievances and Medicaid Hearings

I. Grievance

- ✚ A grievance is an expression of dissatisfaction.
- ✚ If you have a problem with eligibility services of KanCare concerning such things as customer service, access to care, or your rights and dignity, you may:
 - Call or write to the Kansas Department of Health and Environment (KDHE) about it; or
 - Ask a representative of your choice to call or write to KDHE
- ✚ If you ask a provider or other person to call or write to KDHE, you will need to include written approval for them to represent you.

Mail to:
Medicaid Eligibility Grievances/KDHE
Attention: Russell Nittler
900 SW Jackson, 9th floor
Topeka, KS 66612

II. State Fair Hearings –What is a State Fair Hearing?

The state fair hearing is done through the Office of Administrative Hearings (OAH) with the State of Kansas. It is an opportunity for the member to speak about his/her issue. The member and the state agency meet before a Presiding Officer that is an administrative law judge, who is an impartial individual. He or she will enter an initial order based upon what is presented by the agency and by you at the hearing.

- It is usually done on the phone as a conference call, but a member can request to have the hearing in person. There is no expense for this.
- A "notice of action" or "notice of adverse action or determination" letter is mailed to tell a KanCare member that there has been a change in the KanCare services. It will tell the member that there is an option to appeal the action. The appeal must be filed within a 30 days plus 3 days from when the notice was mailed.
- A Medicaid state fair hearing is usually
 - Due to a denial of a new application
 - Due to a denial of a renewal application or renewal process.

✚ Basics

- **DO NOT WAIT.** Turn in the state fair hearing right away. You can always dismiss the action if you decide not to go forward with the state fair hearing. They do not make exceptions for missed deadlines.

